

# HOW TO REGISTER IN THE GSA TRANSERVE ONLINE APPLICATION

## PARTICIPANTS AND SUPERVISORS

YOU WILL ONLY NEED TO REGISTER THE FIRST TIME YOU USE THE SYSTEM

- Log on to : TRANServe Transit Benefit Application Website: <https://transitapp.ost.dot.gov>

- Complete the below Registration Form

To complete the account information

- User Name is your *government email address*.
- Once you enter your User Name your agency will appear in the Agency/Mode automatically.
- When entering your Name information, please do not include any *spaces*, the system will recognize this as a character and will cause an issue later. If you have a hyphenated name or special character in your name, please remove. Examples: Smith-Johnson: Smith Johnson or O'Connor: OConnor.
- Please include middle name or middle initial if you have a common last name.
- Enter work phone number
- Click "Register" you will receive the below confirmation.

- Please Note: A temporary password will be emailed to your GSA email address within 10 minutes.
  - If copying and pasting temporary password DO NOT include extra spaces, the system will recognize the extra space as a character
- You will be returned to the log in page (*screen shot 1 at the top of the page*), using your government email and the emailed temporary password, log in and you will be prompted to create a new password.
  - If copying and pasting temporary password DO NOT include extra spaces, the system will recognize the extra space as a character.

- Please read the instructions-typed out below, before creating your password:

- Instructions:
  - Enter your new password in the Create New Password textbox.
  - Minimum 12 characters
  - Complexity: minimum of 1 uppercase, 1 lowercase, 1 number, 1 special character
  - Do not use two characters consecutively. Ex: password, 22, ##
  - Reenter your new password in the Reenter New Password textbox.
  - Enter a hint to remind you of your password in the Create a Hint textbox.
  - Click the **Submit** button.

Congratulations, you are now ready to log in and complete your application!



**Supervisors only:** After registration is complete, please send an email to Agency Administrator Alexandra Sabbers at [gsa-transit-subsidy@gsa.gov](mailto:gsa-transit-subsidy@gsa.gov) to have you elevated to a supervisory role.

Participants, if you are getting errors when attempting to select a supervisor during your application process but you know your supervisor has completed registration, please check with Agency Administrator Alexandra Sabbers at [gsa-transit-subsidy@gsa.gov](mailto:gsa-transit-subsidy@gsa.gov) ensure the supervisory role has been added.

**Maintenance:** Use the “Forgot Password” link at the log-in screen to reset your password. Please do not contact DOT or your Point of Contact for this function – it can be performed only by the user. The system will generate an email with a new temporary password.